

Proposed Changes to the Out Of Hours Service Provided to Sandhurst Group Practice Patients

What is the NHS GP Out of Hours Service?

The NHS GP Out of Hours Service is that part of Primary Care that is open when your GP practice is closed. Typically, this is from 6.30pm to 8.00am on weekdays and all day at weekends and on bank holidays. Currently, for Sandhurst Practice Group patients, this service is provided by the North Hampshire service, which is based at the Frimley Park NHS Foundation Trust, hospital site.

What change is being proposed?

The Bracknell and Ascot Clinical Commissioning Group (CCG) and Sandhurst Group Practice are proposing that the Sandhurst patients should fall under the same arrangements as the rest of Bracknell Forest, for the GP Out of Hours service. This will streamline services and bring a number of benefits to patients of the Sandhurst Group Practice, as well as ensure that the overall service can be properly monitored.

This means that if a patient needs to be seen by a GP at an out of hours centre, they will need to go to the Royal Berkshire Bracknell Healthspace instead of Frimley Park.

Why is the change being proposed?

Bracknell and Ascot CCG is the main commissioner of East Berkshire Out of Hours Service and has a great deal of assurance on the quality and performance of this service. We do regular monitoring and checking of performance indicators to ensure that our patients are getting the high quality NHS service they expect and deserve. We do not receive regular detailed information on the quality and consistency of the service provided by North Hampshire service. For example, North Hampshire Urgent Care has struggled to cover all shifts over recent months and this is not an issue that East Berkshire Out of Hours experience. Also the East Berkshire Out of Hours service already provides ad hoc cover for the practice, when the surgery is closed for GP education days for example.

What difference will this make to patients?

The GP Out of Hours Service is delivered in response to a national specification, so there will be no changes to the specification.

What are the benefits of this change for patients?

Currently, Sandhurst Practice Group patients visit the Out of Hours service provided by the North Hampshire Out of Hours, which is based at the Frimley Park NHS Foundation Trust, hospital site. The Out of Hours centre for Bracknell is located at the Royal Berkshire Bracknell Healthspace where a number of primary care led services are co-located. These include the Urgent Care Centre, diagnostics, a children's evening clinic, and a range of other services as well as the additional benefit of free car parking.

We will also ensure we are able to monitor the quality of service provided to ensure patients get the treatment they expect and deserve.

The change is likely to take place from September 2016, and any patient directed to the centre will be given full information when they call NHS111

How much further will patients be expected to travel?

Please see below the additional distance patients would need to travel from their surgery to the Royal Berkshire Bracknell Healthspace:

- Two miles extra from the Owlsmoor site to the Royal Berkshire Bracknell Healthspace.
- Three miles extra from the Yorktown Rd site to the Royal Berkshire Bracknell Healthspace.

Patients requiring a home visit would still get one as normal, as this does not affect that element of NHS service.

How are patient views being taken on-board?

Discussion has already taken place with the Chair of the patient reference group and the Sandhurst Group Practice and Bracknell and Ascot CCG are speaking to patients from the practice in May. We will be explaining the proposed changes and looking to hear patient views and feedback.

If you would like to find out more please see the Bracknell and Ascot CCG website.